

Department of Human Services Assessment of Goals and Objectives

Introduction

The Department of Human Service Programs continued to operate or support many programs that addressed human service needs in the City of Cambridge during the Fiscal Year 2004. On January 30, 2002, the Cambridge Human Services Commission (a citizens' advisory board) held its annual CDBG public hearing to solicit input on human service needs, trends and gaps in the City of Cambridge. Based on the testimonies and the Commission's recommendations, funding priorities were established for a 3-year cycle, commencing on July 1, 2003 and ending on June 30, 2005 (FY03 thru FY05). Funding was allocated to 8 categories of service: Youth and Family (Youth Services), Linguistic Minorities (General Public Services), Drug & Alcohol Addiction (Substance Abuse Services) Homelessness (General Public Services/Legal Services), Referrals and Technical Assistance for Families and Providers (Childcare Services), Domestic Violence (Battered/Abused Spouses), Food Pantry Services (General Public Services), Elderly/Disabled (Senior Services) and Job Training and Counseling (Employment Training Services).

Community Development Objective

- Improve the quality of Public Services.

Public Service Objective

Improve the overall quality of life for Cambridge residents by creating and coordinating public services.

Objective #1:

Create or Support a Broad Array of Services and Opportunities for Families and Youth.

This Objective was successfully accomplished through the City's contracting with local non-profit community organizations to provide the broad array of services targeting low and low-moderate income individuals and families residing in Cambridge.

Accomplishments:

In Fiscal-Year 2004 a total of **3,223** clients (families and youth) were served by the following programs:

- **Homeless & General Public Services - 2,209** clients served through:
 - YWCA – Social Services for formerly homeless women residing at the YWCA in Cambridge,
 - Multi-Service Center/Homeless – Supports staff conducting case management, housing trouble-shooting for families and individuals who are homeless or at the risk of becoming homeless,
 - Hildebrand/Community Bed – Temporary shelter to homeless families not eligible to receive housing assistance from existing programs. Case management and stabilization services offered,

- CASPAR Shelter/Gateway – Program provides counseling, pre-vocational job skills training, supervised employment, housing and treatment/placement in recovery programs,
- Margaret Fuller House – Provides social services to eligible Area IV residents,
- East End House – Enhances services to income eligible residents of East Cambridge by recruiting and maintaining volunteer participation.
- **Youth Services - 517** clients served through:
 - Guidance Center/Early Intervention – Intervention services for linguistic minorities with infants/toddlers,
 - Guidance Center/Cross-Cultural – Mental health services and counseling for linguistic minorities,
 - CASPAR/Youth Alcohol Education – Drug and alcohol prevention and intervention for teens/pre-teens at Cambridge youth centers,
 - Cambridge Camping – Summer camp for at-risk children,
 - Adolescent Consultation – Provides group counseling to court-referred youths in their early to mid teens.
- **Childcare Services: 48** clients served through:
 - The Childcare Resource Center – Career counseling to child care providers and management of the scholarship fund.
- **Employment Services - 293** clients served through:
 - Cambridge Housing Authority's Workforce Program – Youth development, employment and training for youth in public housing,
 - Just-A-Start/Teen Work – Youth employment program providing job readiness training to income-eligible youths,
 - Just-A-Start/Job Placement – On-site skills training for income-eligible youths.
- **Legal Services - 71** clients served through:
 - CLSACC – Provides free legal counsel to families and individuals threatened with eviction and homelessness.
- **Substance Abuse Services - 85** clients served through:
 - North Charles/Bridge - A five (5) bed transitional housing program for homeless men, based at the Cambridge YMCA,
 - North Charles/Relapse programs – Provides substance abuse counseling for a 22 bed men's transitional housing program called The Carey Program.

Objective #2:

Create or Support Domestic Abuse Prevention and Support for Adults and Youths.

This Objective was successfully accomplished through the City's contracting with local non-profit community organizations to provide domestic abuse support and awareness services targeting low and low-moderate income individuals and youths residing in Cambridge.

Accomplishments:

In Fiscal-Year 2004 a total of **233** clients (families and youth) were served by the following programs:

- **Battered & Abused Spouses Services - 233** clients served through:
 - Women's Educational Center – Crisis intervention, support groups, community education especially for victims of sexual abuse and violence,
 - Transition House/DVIP – Dating violence intervention for high school teens and targeted elementary schools,
 - GBLS/CASLS – Legal counseling and representation for low-income battered women and children,
 - CLSACC/Domestic Violence – Legal and counseling services for battered women and children.

Objective #3:

Create Support Services for Linguistic Minorities in Cambridge

This Objective was successfully accomplished through the City's contracting with local non-profit community organizations to provide Linguistic services targeting low and low-moderate income individuals who do not speak English residing in Cambridge.

Accomplishments:

In Fiscal-Year 2004 a total of **1208** Linguistic Minority clients were served by the following programs:

- **General Public Services - 1208** clients served through:
 - Concilio Hispano/Information & Referrals - Information, referral and support services to Latino residents of Cambridge,
 - Ethiopian Community Association - Information, referral and support services for Ethiopians and other African immigrants and refugees,
 - Haitian Services – Funds one staff member who works with the Haitian community,
 - Massachusetts Association for Portuguese Speakers (MAPS) – Case management services for Portuguese speaking residents of Cambridge.

Objective #4:
Provide Food Services for Residents in Need.

This Objective was successfully accomplished through the City's contracting with local non-profit community organizations to provide Food and Nutrition services targeting low and low-moderate income individuals, primarily the Elderly residing in Cambridge.

Accomplishments:

In Fiscal-Year 2004 a total of **43** clients were served by the following programs:

- **General Public Services - 43** clients served through:
 - Food for Free program – Redistribution of salvaged food to meal programs and food pantries throughout the City.

Objective #5:
Create or Support Services for Senior Citizens and the Disabled.

This Objective was successfully accomplished through the City's contracting with local non-profit community organizations to provide services targeting low and low-moderate income Senior Citizen and Disabled individuals residing in Cambridge.

Accomplishments:

In Fiscal-Year 2004 a total of **440** clients were served by the following programs:

- **Senior Services - 440** clients served through:
 - Council on Aging – Weekly support group for isolated Haitian elders,
 - Council on Aging/Houseworks – Staff assists elders at home with odd jobs, performs minor repairs and removes barriers in their living space,
 - SCM – Transportation services primarily for medical purposes and persons with disabilities,
 - The Shepards Center – Provides escorted transportation services to frail elders to medical appointments, shopping trips and other critical errands. Also provides home visiting services and support/relief.

Public Services: Total Accomplishments

